



DEPARTMENT OF INNOVATION AND TECHNOLOGY  
CITY OF CHICAGO

**MEMORANDUM**

**To:** The Honorable Carrie M. Austin  
Chairman, Committee on the Budget and Government Operations

**From:** Brenna M. Berman  
Chief Information Officer  
Department of Innovation & Technology

**CC:** Farzin Parang  
Mayor's Office of Legislative Counsel and Government Affairs

**Date:** October 23, 2014

**Re:** Request for Information from Annual Appropriation Committee Hearing

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The information provided below is in response to questions posed at our department's hearing on October 21, 2014, to discuss the proposed 2015 budget.

Alderman Hairston asked for a list of the grants managed by the department. The only grant managed by the department is the following:

Name:	Mayor's Challenge Grant
Funding Source:	Bloomberg Foundation
Dates:	7/1/13-12/31/15
Amount:	\$1,000,000

As always, please let me know if you have any further questions.

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The attached information is in response to questions posed at our department's hearing on October 21, 2014 to discuss the proposed 2015 budget.

Alderman Burnett asked for the contract expiration date of the AskReply contract, one of two DoIT contracts with an MBE/WBE compliance waiver. The contract expiration date for that contract is December 14, 2016.

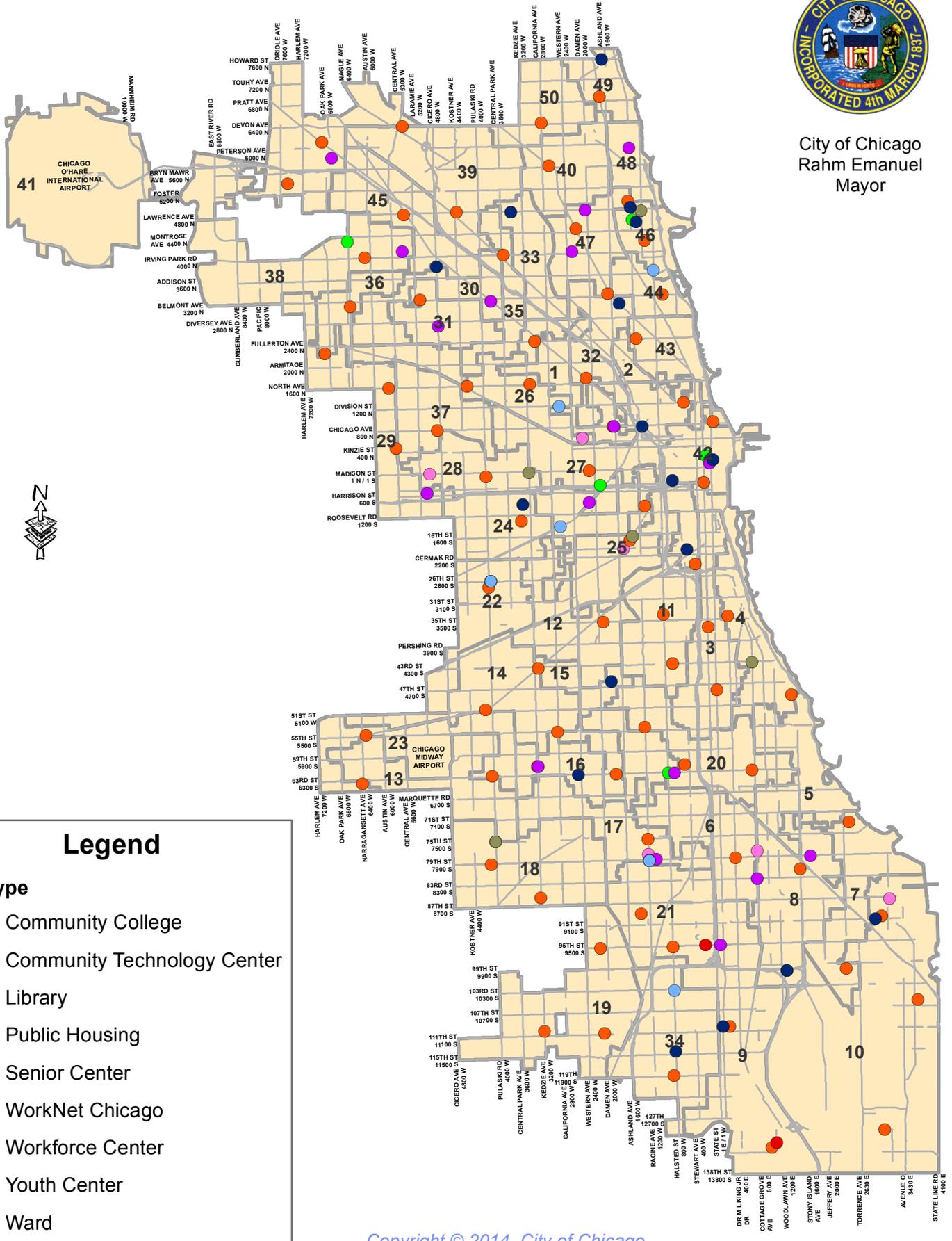
As always, please let me know if you have any further questions.

# IMPROVED PUBLIC COMPUTER CENTERS

Completed between 2011-2013



City of Chicago  
Rahm Emanuel  
Mayor



## Legend

### Site Type

- Community College
- Community Technology Center
- Library
- Public Housing
- Senior Center
- WorkNet Chicago
- Workforce Center
- Youth Center

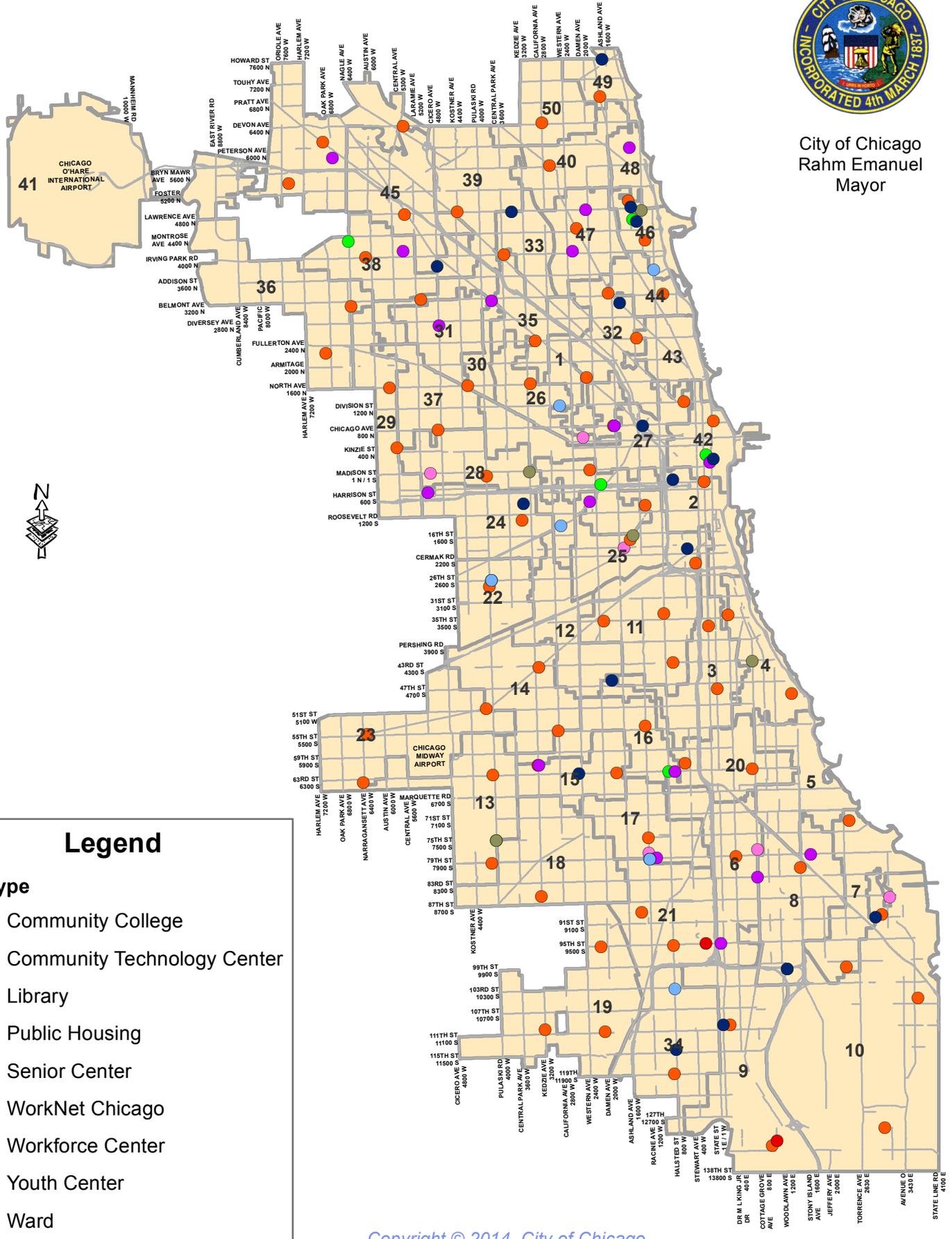
Ward

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## Legend

**Site Type**

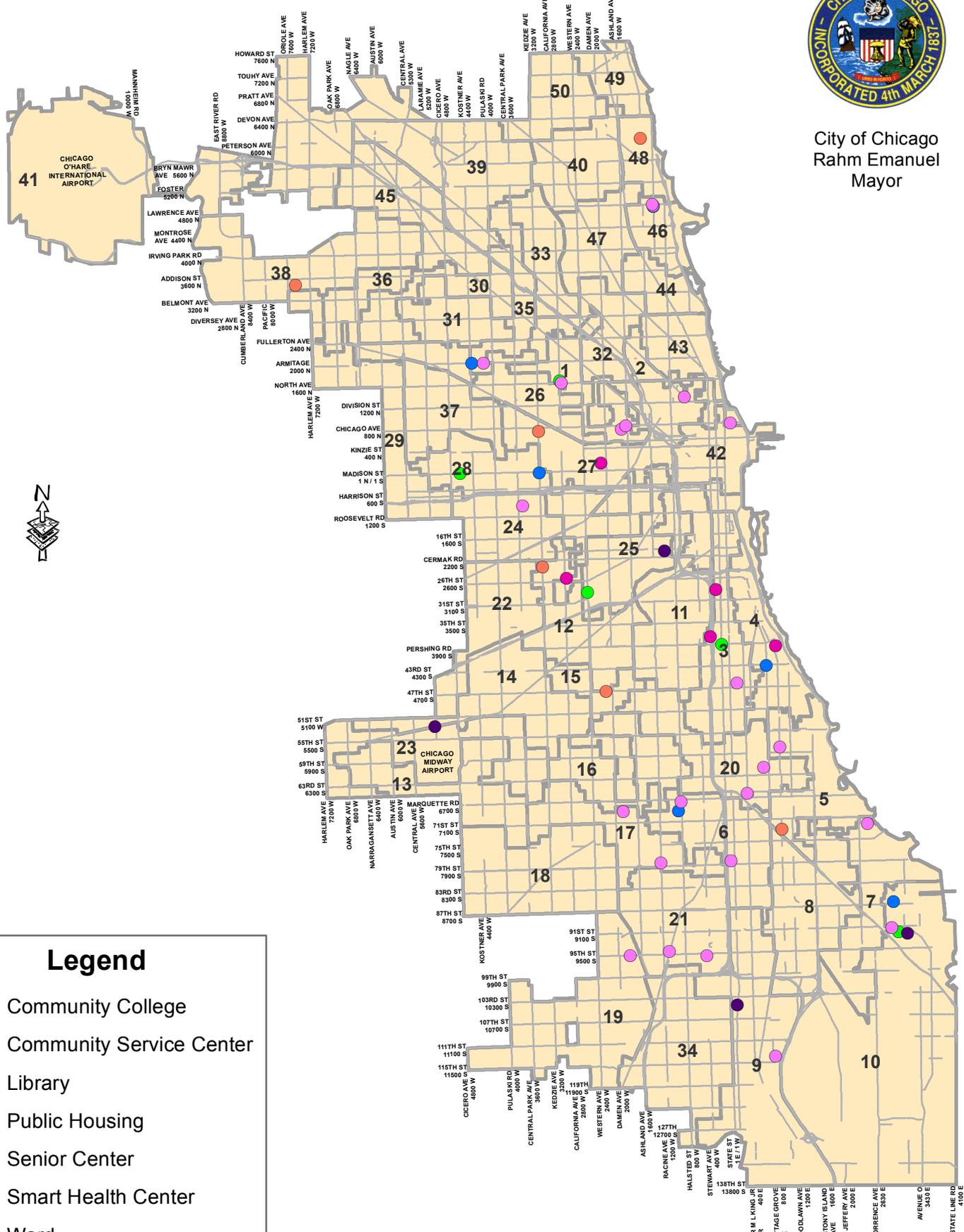
- Community College
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# NEW PUBLIC COMPUTER CENTERS

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City of Chicago  
Rahm Emanuel  
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## Legend

- Community College
- Community Service Center
- Library
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- Senior Center
- Smart Health Center

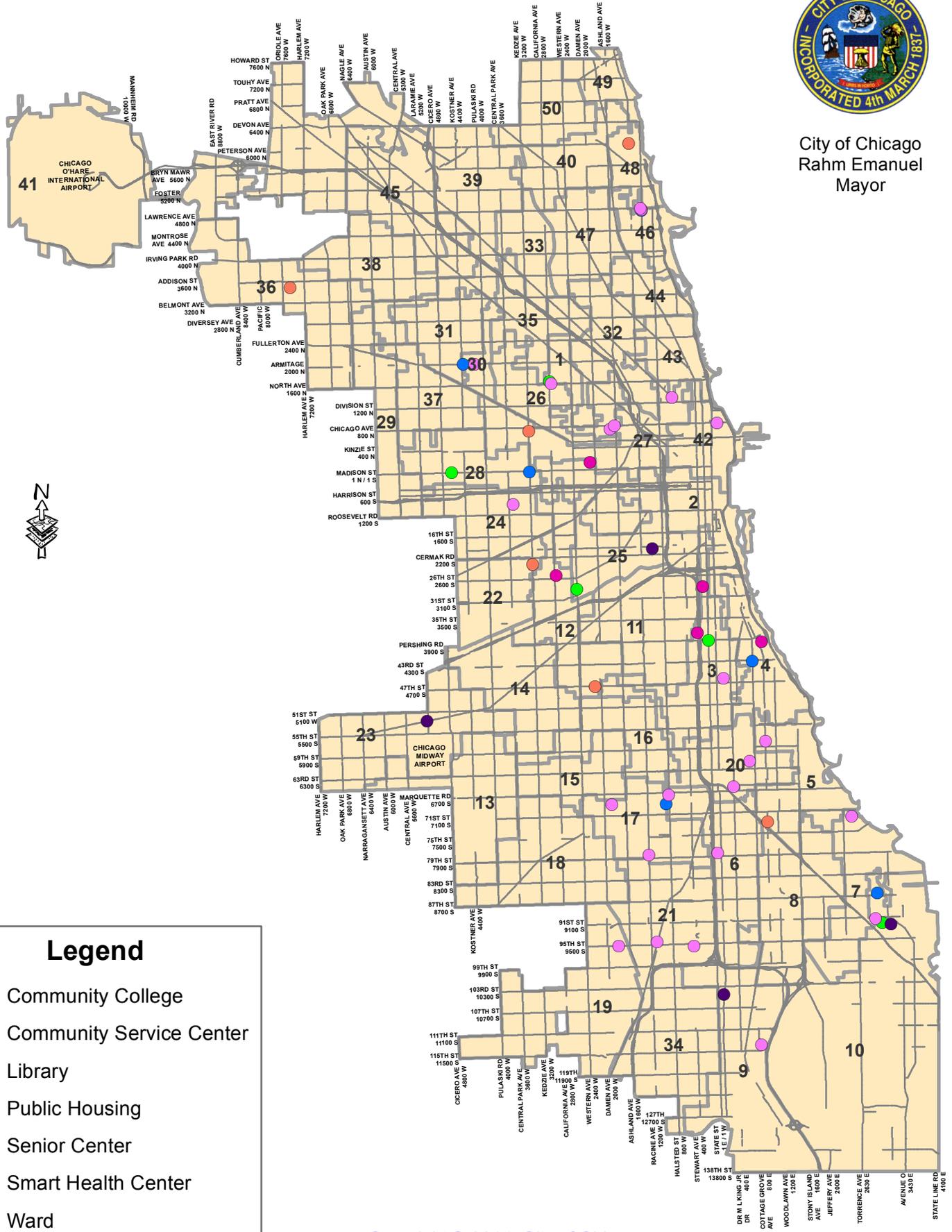
Ward

# NEW PUBLIC COMPUTER CENTERS

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City of Chicago  
Rahm Emanuel  
Mayor



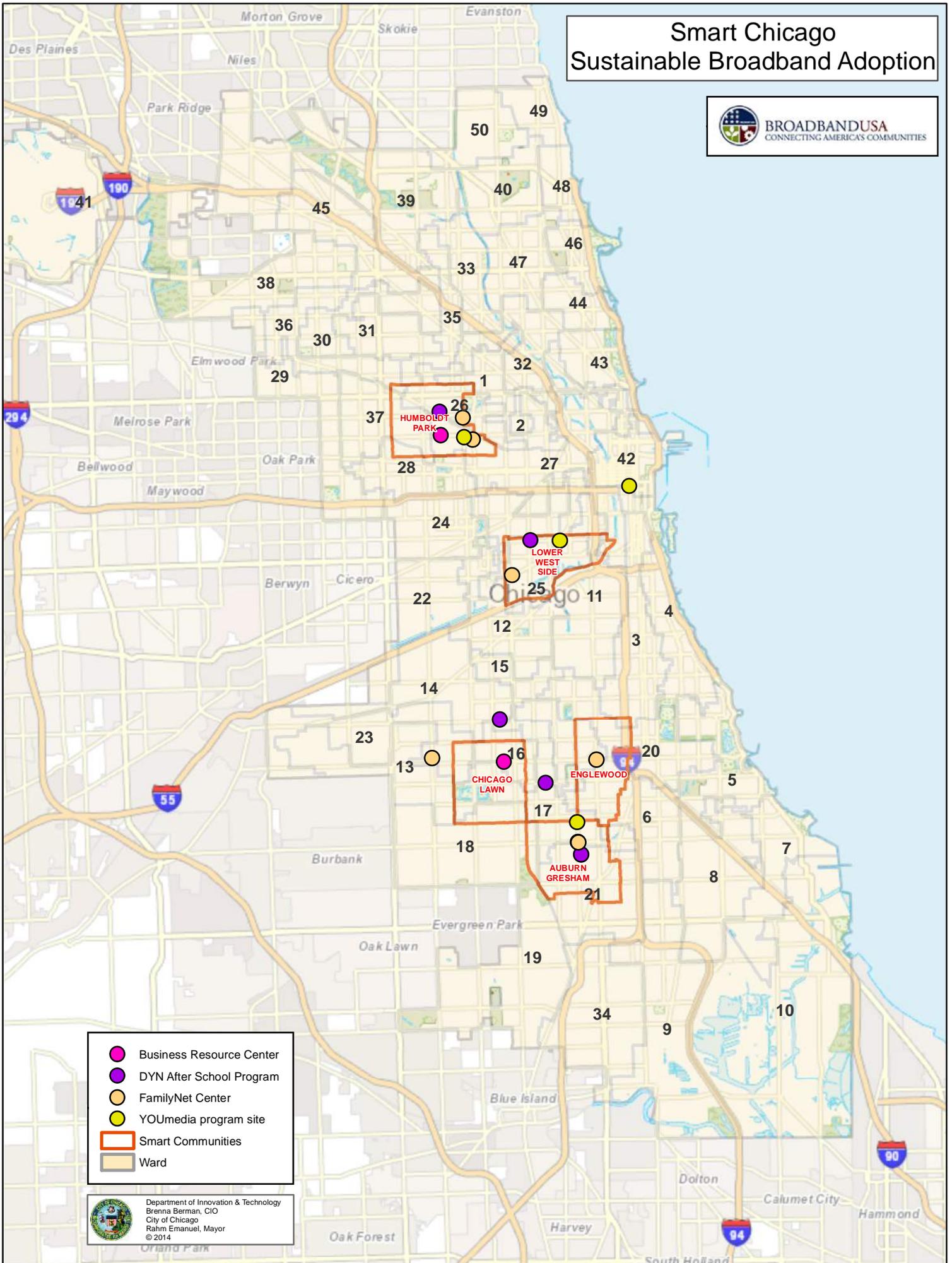
**Legend**

- Community College
- Community Service Center
- Library
- Public Housing
- Senior Center
- Smart Health Center
- Ward

# Smart Chicago Sustainable Broadband Adoption



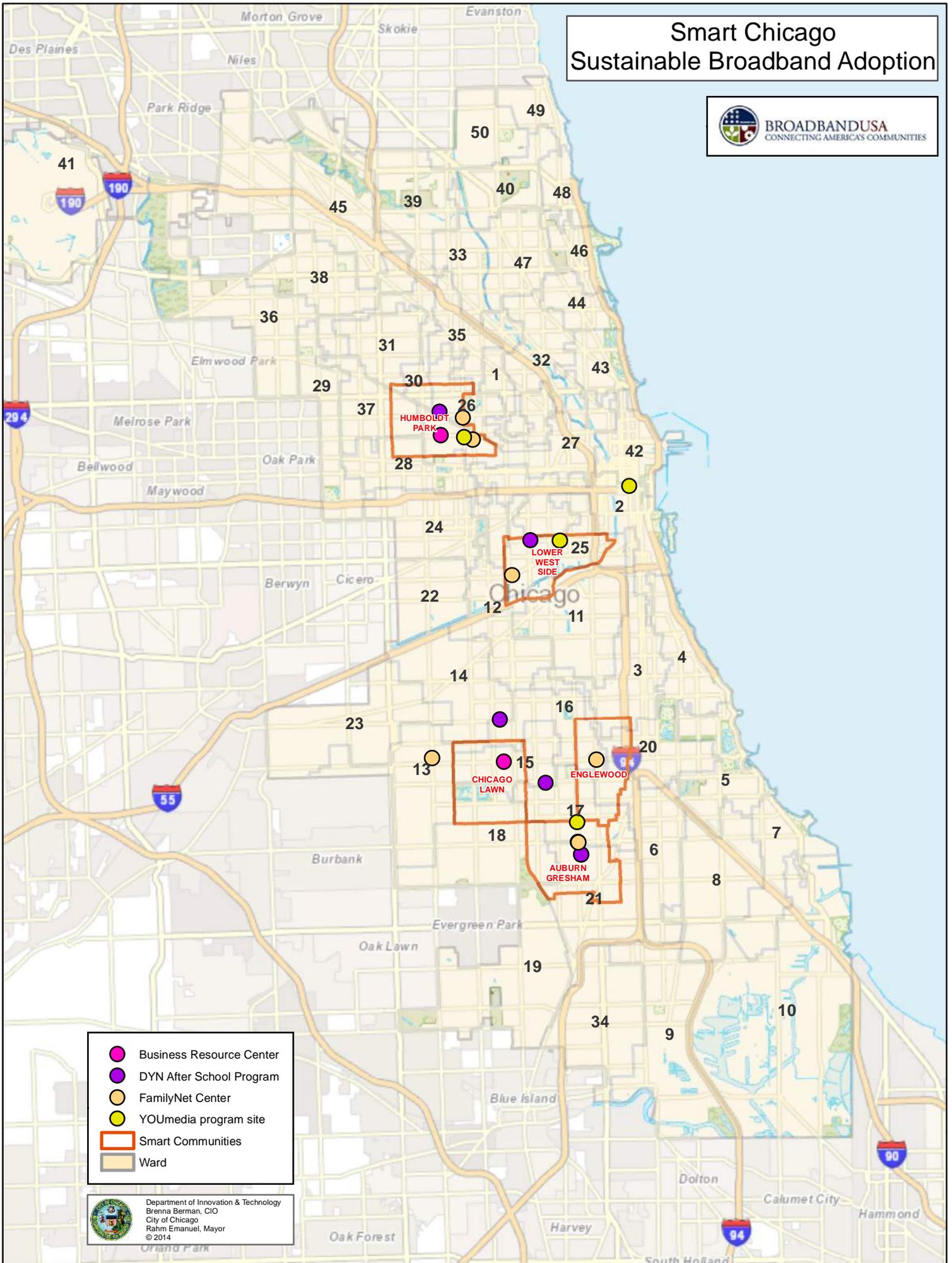
BROADBANDUSA  
CONNECTING AMERICA'S COMMUNITIES



- Business Resource Center
- DYN After School Program
- FamilyNet Center
- YOUmedia program site
- Smart Communities
- Ward

 Department of Innovation & Technology  
Brenna Berman, CIO  
City of Chicago  
Rahm Emanuel, Mayor  
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# Smart Chicago Sustainable Broadband Adoption



Department of Innovation & Technology  
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The attached information is in response to questions posed at our department's hearing on October 21, 2014, to discuss the proposed 2015 budget.

Aldermen Munoz, Thomas and Dowell asked for additional information about the Broadband Technology Opportunities Program. Their request included locations of computer centers, funding sources and an accounting of how the grant was used. Below is a description of the program and the outcomes achieved. Each program and its related funding is presented separately.

**Broadband Technology Opportunities Program (BTOP) Grants**

***Sustainable Broadband Adoption, \$9 million***

In 2010, the City received a BTOP Sustainable Broadband Adoption grant from the U.S. Department of Commerce to implement the Smart Communities Program. The Smart Communities Program works to increase digital access and use by families, businesses, and non-profit institutions in five moderate and low-income Chicago neighborhoods (Auburn-Gresham, Chicago Lawn, Englewood, Humboldt Park, and Pilsen) through a variety of programs: technology training for residents, technical assistance and training for small businesses, and digital media programs for youth.

The Smart Communities demonstration program is a City initiative administered by LISC Chicago and managed by non-profit organizations in each neighborhood. The program was primarily funded by the federal BTOP program (\$7M) with additional support from LISC Chicago, the Chicago Community Trust, and the MacArthur Foundation (\$2M). All program activities were completed by September 2013 and administrative close-out activities were completed in early 2014.

## Program Components

### ***FamilyNet Centers (\$2.5M from BTOP, \$350K from LISC)***

Embedded within LISC Chicago's Centers for Working Families (CWFs), the BTOP grant enabled the opening of five FamilyNet Centers in the Smart Communities to provide residents with access to computers and the internet and technology training. Local non-profits provide digital access and training services coupled with other employment and financial services to help families increase earning potential through the development of new skills. Staff also help participants budget for broadband services at home. The BTOP funds were used to create and staff the new labs as well as develop training curriculum.

Everyday Digital training introduces users to the internet, providing them with the foundational training needed to apply for a job online, access government services, engage in online commerce, and communicate with their loved ones. Over a thousand residents who completed several technology training courses were provided with a netbook at the end of the program.

### ***Business Resource Network (\$360K from BTOP)***

The Business Resource Network (BRN) was designed to help local companies leverage technology to sustain or grow their business. BRN staff from five local non-profits helped assess technology access and use among small businesses in their neighborhoods. Staff then worked with the businesses to create action plans to leverage technology and build digital skills to help each participating firm become more competitive. BRN staff also provided one-on-one technology assistance and workshops to help local businesses use accounting software, create a web presence, implement Wi-Fi, or benefit from other e-commerce and technology tools.

### ***YOUmedia Expansion and Digital Youth Network (\$1M from BTOP, \$350K from the MacArthur Foundation)***

As a result of this grant, the Chicago Public Library (CPL) created and staffed new YOUmedia spaces at four branch locations in the Smart Communities. The Digital Youth Network also provided structured mentorship and training in digital media tools to middle school students in local schools. Working together over the course of the school year, the kids worked together as if they owned a record label. In the process students learned graphic design, principals of sound, media editing software and more.

### ***Digital Youth Summer Jobs Program (\$550K from BTOP)***

For three summers, local non-profits ran the eight week youth employment program, introducing 160 teens from the Smart Communities to employment opportunities in technology. The students gained on-the-job experience—learning about digital photography, website design, database development, or digital media creation. The program also provided training using the Common Sense Media curriculum as well as job skills training. MacBooks were provided to program 120 participants with perfect attendance during the first two years.

### ***Community Portals (\$160K from BTOP, \$90K from LISC)***

Community websites that provide residents with content specific to their neighborhood were developed. Each site includes community news, calendars, directories, photos, videos, and other resources. Anyone from the community can contribute to these sites. To promote this, residents were trained to contribute to and moderate the sites. The five sites are: [auburngreshamportal.org](http://auburngreshamportal.org), [chicagolawnportal.org](http://chicagolawnportal.org), [englewoodportal.org](http://englewoodportal.org), [humboldtparkportal.org](http://humboldtparkportal.org), and [pilsenportal.org](http://pilsenportal.org).

### ***Outreach and Marketing (\$850K from BTOP)***

Tech Organizers met with community groups and leaders to promote the use of technology in the five Smart Communities. They also held **Civic 2.0** classes to train individuals on how to use online resources, like the City's data portal, to organize and advocate for their community. To help residents gain awareness of the power of technology and the internet, the Smart Communities team worked with local companies to create a transit-based advertising campaign. The campaign showcased personal stories of residents from the Smart Communities—showing how using the internet had positively impacted their lives. The Smart Communities marketing campaign was included in the Department of Commerce's [Broadband Adoption Toolkit](#).

### ***Program Administration (\$1.6M from BTOP, \$270 from LISC Chicago, \$255 from MacArthur, \$80K from the City)***

Funding supported program and project management, which including staffing at LISC Chicago and local non-profits. LISC Chicago also supported legal, accounting, audit, and federal compliance services for their local non-profit sub-recipients.

### ***Program Evaluation (\$40,000 from BTOP, \$300,000 from the MacArthur Foundation)***

Karen Mossberger, formerly Department Head of Public Administration at the University of Illinois Chicago and now Professor and Director of the School of Public Affairs at Arizona State University, led the program evaluation to understand the impact and outcomes of the Smart Communities program. The analysis shows that Smart Communities neighborhoods experienced significant rates of growth in internet use; home broadband adoption; use of the internet for job search, mass transit and health information. The final reports are

available on Arizona State's Center for Policy Informatics website at <http://cpi.asu.edu/project/smart-communities>.

### ***Public Computer Centers, \$12.6 million***

In 2010, the City received a BTOP Public Computer Centers grant from the federal Department of Commerce to increase access to technology and build digital skills citywide. The program was primarily funded by the federal BTOP program (\$8.7M) with additional support from the State of Illinois (\$1.57M), the City of Chicago (\$1.18M), the City Colleges of Chicago (\$885K), and the Chicago Housing Authority (\$222K). All program activities were completed by September 2013 and administrative close-out activities were completed in early 2014.

### **New and Improved Computer Centers Citywide (\$4M from BTOP, \$1.57M from the State of Illinois, \$1.18M from the City, \$885K from CCC, and \$222K from CHA)**

BTOP and local funding supported the development of 49 new public computer centers and improvements at 136 existing centers. Over 3,000 computers were deployed at libraries, community colleges, community service centers, senior centers, workforce centers, youth centers—some as replacements for old equipment; assistive technologies were added; broadband speeds were improved at libraries; Wi-Fi was installed at Senior and Community Service Centers and improved at libraries and community colleges.

Renovations were required at several facilities including Sulzer and Woodson Regional Libraries, and Community Service Centers. The costs were largely supported by the State of Illinois matching funding grant. The State of Illinois grant also supported costs to create new computer centers at CHA facilities.

Residents can find these centers by calling 311 or by going to [weconnectchicago.org](http://weconnectchicago.org) (see Connect Chicago program summary below).

### **City Colleges Laptop Checkout Program (\$387K from BTOP)**

Students may checkout laptops for up to four weeks free of charge at the seven City Colleges of Chicago. More information can be found at <http://apps.ccc.edu/loanerlaptop/>.

### **Smart Health Centers (\$100K from BTOP)**

BTOP helped support the start-up of Smart Health Centers. Located in facilities across the city, Health Navigators, funded by the Sprague Foundation (not part of this grant), help residents access their personal health information and find reliable health information online. In addition, they provide basic digital skills training.

### **CTC Connect (\$436K from BTOP)**

BTOP also supported Lumity's CTC Connect program, which was designed to help build capacity and encourage sustainability of community technology centers run by non-profit

organizations across the city. Seventy-three (73) centers received assistance to implement best practices. Where the need was great, additional hardware and software was also provided.

### **Connect Chicago (\$635K from BTOP)**

The BTOP grant supported the development of [weconnectchicago.org](http://weconnectchicago.org), which is a central platform to find locations that provide technology access and training. The site also provides free digital skills training resources and a place to highlight public computer center best practices. Staff from Connect Chicago locations gather monthly at Meetups to share best practices and improve services. A citywide marketing campaign was funded through BTOP to encourage public awareness of all the places available across the city where residents can access computers, the internet, Wi-Fi, and technology training. A youth summer program aimed at data collection helped build the initial content for the Connect Chicago site. Training was provided to staff at public computer centers across the city to use the Connect Chicago administration module to keep their location information up-to-date.

### **Chicago Housing Authority Job Training Program (\$1.2M from BTOP)**

BTOP funded a job training program aimed at Chicago Housing Authority residents. CHA Residents were trained to manage the CHA computer labs and to deliver training to other CHA residents.

### **Digital Skills Initiative (\$1.5M from BTOP)**

The Digital Skills Initiative training program trained additional CHA residents to provide digital skills training at public computer centers located in libraries, community colleges, and workforce centers.

### **Program Administration (\$370 from BTOP)**

Funding supported program and project management and audit and compliance support at the Chicago Community Trust and a program manager at the City.

### **BTOP Program Results**

The Public Computer Centers grant program established 49 new public computer centers and improved the hardware and internet connectivity at 136 established centers, serving more than 8.6 million sessions per year at these facilities. Over the past few years, as a result of both BTOP grants, over 600,000 hours of technology training classes were delivered to more than 70,000 Chicago residents.

According to researchers who evaluated the Smart Communities program, residents in these neighborhoods are 15% more likely to use the internet and 9% more likely to become broadband subscribers. As a result of Smart Communities programming, over 33,000 households in the five Smart Communities became new broadband subscribers. Overall, beneficiaries of Smart Communities programs are 13% more likely to obtain

employment or increase their net income when technology training is combined with other support services.

### *Sustaining and Scaling Programs*

The City, sister agencies, and non-profits continue to operate public computer centers citywide. Residents can find the location of the nearest center by calling 311 or visiting [weconnectchicago.org](http://weconnectchicago.org). The City continues to support equipment and broadband access at all Library, Senior Centers, and Community Service Center locations through both corporate and library funds. The Chicago Public Library Foundation supports CyberNavigators who deliver technology training in 49 branch locations, and volunteers deliver technology training at Senior Centers.

The City and its partners are scaling successful programs. As an initiative of World Business Chicago's Plan for Economic Growth and Jobs as well as the City's Tech Plan, LISC (Local Initiatives Support Corporation) Chicago, the Smart Chicago Collaborative (SCC), CPL, and the City of Chicago's Department of Innovation and Technology (DoIT) will build on Chicago's model programs, Connect Chicago and Smart Communities, to increase digital leadership and innovation across the city by investing in digital skills and digital access among residents, businesses, and nonprofits.

As part of this WBC and Tech Plan initiative, program partners are creating a profile of a fully connected digital community that can be used as a benchmark, and will be providing best practice toolkits and other resources to help all Chicago communities reach this benchmark.

In addition, several programs that were originally BTOP-funded have already been expanded through the support of the City and corporate and philanthropic partners. Thanks to funding from the City and the MacArthur Foundation, the CPL expanded YOUmedia to 11 locations. Funding from the City, LISC Chicago, Comcast, and AmeriCorps enabled LISC Chicago to add FamilyNet Centers to 12 Centers for Working Families locations.

Innovative new programs to ensure that all residents have access to technology and digital skills are also being launched. In June 2014, the Library received a Knight Foundation Grant of \$400,000 to launch "Internet to Go," a program which allows CPL Patrons to check out Wi-Fi hotspot devices for up to three weeks at a time beginning first in six neighborhoods where access to broadband is particularly low. The Library will also offer digital literacy and skills coaching as a part of the Internet to Go program. For those without computers, CPL will experiment with a laptop lending program.

The attached maps show the locations of computer centers by ward.

As always, please let me know if you have any further questions.



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**Date:** October 27, 2014

**Re:** Request for Information from Annual Appropriation Committee Hearing

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The information below is in response to questions posed at our department's hearing on October 21, 2014 to discuss the proposed 2015 budget.

Alderman Tunney asked how street lights were numbered in the new street light inventory system and if that number could be used to identify specific lights related to service requests to streamline the delivery of service related to street lights.

Each pole has an assigned identification number and an address generated by reverse geocoding by the ComEd consultant. Currently, there is no way that a resident calling in would know either its identification number or address.

The current 311 system has data which identifies the circuit for the pole but that data does not always align perfectly with specific light fixtures. The data in the new light pole inventory system will be considered for inclusion as the new 311 system is designed.

As always, please let me know if you have any further questions.